

# Deaf and Disabled Telecommunications Program



## California Public Utilities Commission **Consumer Facts**

The California Public Utilities Commission's California Telephone Access Program (CTAP) assists California's consumers with hearing, vision, mobility, speech and cognitive disabilities by providing free specialized equipment. It also provides a relay service where operators will relay messages between a person using a TTY and a person who does not use a TTY.

The equipment is free to anyone who qualifies. Just complete a simple application form and have it signed by an audiologist, physician, optometrist or other "certifying agent" to confirm that the individual has a disability or impairment.

The relay service itself is available 24 hours a day and is free, however the caller would pay the standard charge for calling the other person.

The CTAP program is funded through a small surcharge on all telephone bills. Anyone who wants more information can find it on the website at [www.ddtp.org](http://www.ddtp.org) or call its Consumer Affairs at:

800- 867-4323 (Voice)

800- 867-4323 (TTY)

510- 302-1131 (Fax)

Telecommunications

Need help with a utility complaint? Call 1-800-649-7570, or use the complaint form at: [www.cpuc.ca.gov](http://www.cpuc.ca.gov).

Want someone to speak at your community group meeting? Call the CPUC Outreach Program – in Los Angeles: 213-576-7058, in San Diego: 619-525-4309, in San Francisco: 415-703-2074. [rev. Jan 2004]